

It221 final project essay

[Business](#), [Management](#)



Project Documentation [pic] Project Name: Creating a functional Web Site

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consists of redesigning an existing website to include many new features for

both customers and employees. This site currently provides customers with

various IT products and services from electronic documentation to assist

companies with training of employees and prices for products and services.

Cyber Solutions, LLC is requesting a complete redesign of the website with a new option of Live Chat for IT solution for customers and employees.

Currently Cyber Solutions has satellite locations in 15 major cities around the United States that provide onsite IT solutions for companies within their service area, but do not have an integrated database that updates constantly. Cyber Solutions requires that the site be able to access the database to make appointment and daily paperwork more simple. Another task is to implement a Human Resources page for employees to access pay, benefits, and documentation to assist and make their lives more simple in an "On Demand" World. The deadline for this project is set for January 1, 2009 and has a estimated budget of \$1.5 million dollars.

This project will require the creation of four teams covering layout/design, customer and employee resources, Live/Automated Chat, and the Human Resources database. There will be a project meeting with the clients once a month to track the project progress and be able to address any issues or new requirements. [pic] PROJECT EXECUTIVE SUMMARY The project goals are to redesign an IT solutions company's website, implement a Live/Automated Support Chat into the site, make a employee resource page for the company's current database, and add a Human Resource portal for employees. Our objectives are to complete these goals by the deadline according to budget with the highest quality possible. The main assumptions at this point are that Cyber Solutions already has hosting available to handle the increased traffic and resources. It is also safe to assume that the company has already bought licenses for the company resource database and Human Resource database. Some of the risks with this project include

the time constraints. Since the date is set for less than four months away it will require that we have a strict schedule to make sure this deadline is met.

Another risk is that Cyber Solutions may not have purchased the licenses required for the database systems and make time even more crucial. In our last project meeting, it was decided to create four teams to control each task since each one is independent of the other. The four teams are layout/design, customer and employee database, Automated/Live Chat, and Human Resources.

The layout/design team will work closely with each team to assemble the final product. There are many impacts that the constraints will have on the progress of the project. For scope, there may be a requirement to hire a programmer that has experience in the database systems that Cyber Solutions currently has. The budget for this project may increase due to a possibility of staff needing to be paid overtime, deadlines extended, or the possibility that software and equipment will need to be purchased to complete the project.

[pic] PROJECT OVERVIEW Our company chose to bid on this project for many reasons. The first reason is that over the last year we have opened five new satellite locations that have taken off faster than previous openings, which has given our company momentum to take on new larger tasks that are within our field of operation. The second reason is that we have enough resources to be able to provide future maintenance of the site and its functions. Third, the purpose of this project also will determine if we increase the team size of our development teams to allow for multiple large tasks. If

in fact management finds that this project was completed with exceptional quality within reasonable time and budget limitations, then the stock share percentage will increase and a bonus will be given.

Taking on difficult tasks challenge us individually to show our true strengths and grow with experience. Knowing our limitations will also determine what resources need to be increased to avoid making the same mistakes in the future. Remember, we are showing a national company we can do it! [pic]

PROJECT SCOPE 1 Goals and Objectives | Goals | Objectives | | This project will implement a new | Redesign existing website by early February 2009. | | website, database, and online IT | Integrate existing database with new web interfaces. | | help function to an existing | Create new user interface for chat based IT helpdesk. | company. | | 2 Project Deliverables | Milestone | Deliverable | | Code Web Pages | | | New web design will provide updated content. | | | Pages will offer clients a chance to see future progress.

| | Integrated Data Base | Using existing database means less conversion. | | Allows affiliates a constant connection to database. | | | Lowers costs and time for database updates.

| | Implementation | Finalizes on site progress. | | | Allows chance to test systems. | 3 Deliverables Out of Scope There are many issues out of scope for this project. The first possible issue is that the company's current database may not be able to handle the projected load. Second, necessary relations needed to keep tasks on track may be jeopardized by unforeseen staff problems from the client. The final issue is that problems with in house staff can cause setbacks. 4 Project Estimated Costs & Duration | Project

Milestone | Date Estimate | Deliverable(s) Included | Confidence Level | |

Code Web Pages | 08/01/08 | New face for the company. | High | | | |

Promising sign of quality.

| | | Integrated Database | 09/04/08 | Enables affiliates to access database in |

Medium | | | | real time. | | | | Makes update process more simple and | | | |

less time consuming | | | Implementation | 02/05/09 | Provides complete

project for all | Medium | | | | systems. | | 1 Project Gantt Chart [pic] [pic]

PROJECT CONDITIONS 5. 1 Project Assumptions • Our current equipment and software will complete the project. Current staffing will be able to handle this project. • The project will be completed by the February deadline.

5. 2 Project Risks | # | Risk Area | Likelihood | Risk Owner | Project Impact-

Mitigation Plan | | 2 | Business risk | Low | Clients | Make sure only to do business with companies that | | |(client public | | | have good public image and take care of situations| | | image) | | | that arise immediately. | 3 |

Environmental Risks| Low | Company wide | If the project requires more use of energy, then a| | | | | plan to reduce more energy is to be made. | | 4 |

Weather or Natural | Low | N/A | Natural disasters cannot be foreseen, so only | | | Disasters | | | basic preparations can be made. | | 5 | Management

Risk | Medium | Human Resources | Have back up team choices or have information | | | | available for hiring new employees. | 5. 3 Project

Constraints • Staffing events that are unforeseen can throw of cost and time.

• Cut budget can cause quality problems that cannot be avoided. Project scope being changed by the client beyond our initial capacity. [pic] Project Structure Approach The project team will be divided into five groups to

manage different tasks simultaneously to assure project quality and completion requirements. The five teams are design, development, quality assurance, training, and implementation. • There are various tasks that depend on another groups completion. For example, the development team cannot tie the database into the site without the design team completing the pages required. • Management for the project will consist of one specific project lead for each team to directly relate to the project manager and committee. [pic] Project Team Organization Plans Project Team Role | Project Team Member(s) | Responsibilities | | Project Manager | (Make Up Names) | Makes sure that project scope, costs, and | | | time adhere to the project schedule | | Design Lead | | Oversees the creation of the visual | | | design of the web site and adhering to | | | the schedule | | Development Lead | | Makes sure that the database is | | | integrated into the web site and adhering | | | to project schedules | | Quality Assurance Lead | | Testing the project components and | | | relaying approval to client committees | | Training Lead | | Makes sure project training documentation | | | is complete and creates a plan to train | | | clients employees.

| Implementation Lead | | Setting up designed project with clients | | | equipment and making sure it functions | | | correctly | 4. Communication Plan Until the online meeting rooms are finished, the use of phone conferences and Windows Meeting Place will be used to share media and enable multiple ways to communicate. Since only nine locations can enter meetings at a time, this program will not be effective to use for the project; only as a temporary medium. 1 Risks and issues management 1 Potential exceptions and problems 1. A network issue can surface, crippling project

progress and/or communication between teams. The cause for this issue can be linked to provider error, natural disasters, or server side conflicts.

Making sure an IT crew is always present on each site will help remedy this issue as fast as possible. 2. Conflicts between staff members can cause productivity barriers and will have attention of management distracted from other crucial tasks. Not everyone can remain professional in every work situation, so a plan to be able to reassign or manage conflicts between employees is a necessity. 3.

Equipment issues like damage, theft, or internal; can cause time and cost issues with replacing or fixing the equipment. A possible solution is to have extra equipment or funding to quickly get the team to work. 2 Appropriate corrective measures 1. Natural disaster issues cannot be avoided, but having an IT crew present every day that there is work is necessary. All issues will require the crew to go through each system individually and make sure that a system back up is completed daily.

2. Making sure your team knows that there is an open door in any of the management offices, and that there is a better way to handle differences than to just let animosity build up. Allowing team members to speak freely will help management know the conflicts early and avoid potential altercations on the job. 3. Allowing funding to replace equipment that is damaged or stolen, will prevent downtime for team members. 2 Change Management Process 1 Change management process steps Any team member can fill out a change control form and present it during the team

meeting or the group meetings. Changes can include process, content, and quality.

If a change requires the action to be carried across to another team's function, the form must be turned in to the project manager before the affected team meets. 2 Change control board (CCB) Use names you made up, Overall Project manager; approved from a budget and time aspect. Use names you made up, Client Project Manager; approves on overall content quality.

Use names you made up, Quality Assurance; measures overall effect on other team's tasks. Use names you made up. Change Control Auditor; measures overall efficiency of change on all levels of scope.

Development and Implementation [pic] Measurement and Project Termination 1 Quality Management | Quality Management | | Various processes provide quality measures to provide quality assurance. By measuring time compared to actual time of | | completion, you can help increase accuracy of projection for future projects. Another process that can help assure a | | quality project is to create a journal for all members to keep track of situations that were successful and not to help | | document the project and help future projects at the same time. | 2 Communication Management Communication Management | | The process of documentation of situations good or bad has helped identify a common trend across different teams. It is | | projected that the gathered information will help planning phases of future projects. | 3 Customer Expectation Management | Customer Expectation Management | | Customer expectations we managed

by opening meetings with an option to state if a scope change request was needed or if there are any concerns that need to be addressed.

4 Asset Management Asset Management | Integrated virtual meeting environment | Integrated Database Management | Interactive Chat Environment | None of these assets are directly distributable, but the process can be used in future projects if similar actions exist. 5 Lessons Learned | Lessons Learned | Assigning team lead managers improved communications between management and employees. | Keeping a project journal for positive and negative situations allowed documentation of trends and what was done to fix problems to improve future projects | Unforeseeable personal situations with staff caused a deadline threat and required the reassignment of team members. | After this situation, a plan was made to make transitions of current members to even new employees. 6 Post Project Tasks | Post Project Tasks | There are no outstanding issues with the project. 7 Maintenance | Maintenance Plan | Data accumulation and feedback analysis - Shauna Cater.

This task requires a close communication with the client to receive all possible problems or feedback to help address and improve the client's experience. | System peripherals and design maintenance - George Bennett. This task requires close communication with Quality Assurance and the clients IT department to address or implement updates and repair tasks.

If necessary, an onsite visit will be necessary. 8 Project Closure Recommendations | Project Closure Recommendations | Conduct a

Project Closure meeting to determine if the scope agreements have been met. Signoffs from the Project | | Sponsors and Clients Managers will need to be present. | | After the closure signoff, a meeting to debrief the project team and discuss successes and issues and assign a team to | | collect all project affiliated items and archive for future reference. |